

 <p><b>SPOKANE COUNTY</b> Regional Support Network Prepaid Inpatient Health Plan</p>	Policy Title: <b>Error Reconciliation</b>		Policy # <b>MIS-4</b>
	Signature:  Signature on file	Revised: 8/30/07	
	Christine Barada, Director Community Services, Housing and Community Development	Reviewed: Date	
	Signature Date: 8/30/07	Signing by authority of Res. No. 2007-0038	

Applies to:  Internal  External

### **References**

PIHP contract sections 11.1.1, 11.1.5  
CFR & WAC references

### **Scope**

SCRSN/PIHP and its contracted providers.

### **Policy**

SCRSN/PIHP and its subcontractors shall submit data that is complete and accurate within the contracted time frames. Service codes will be submitted that are consistent with the MHD Data Dictionary, the Service Encounter Reporting Instructions or subsequent documents provided by the State. Service Encounters submitted that result in an identified error by MHD or SCRSN will be communicated to the provider agency for correction. Provider agencies must submit corrections, or plan for corrections, within 14 days of notification of error.

### **Procedures/Mechanisms**

1. Monthly, a reconciliation process between MHD records and Raintree records will occur.
  - 1.1. Notification is sent through email to the SCRSN Systems Analyst from the Raintree Support contact person stating that batch data transmission has been sent to MHD.
    - 1.1.1. Data is extracted from the MHD data system using a Data Transformation Service (DTS) package that populates the SCRSN SQL Server error table.
    - 1.1.2. An error report is created weekly that is reviewed by the SCRSN IS team to determine cause of errors:
      - 1.1.2.1. Raintree System Error

- 1.1.2.2. Provider Data Entry Error
- 1.1.2.3. Provider Electronic Data Interchange (EDI) Error
- 1.1.3. Errors are reported to the appropriate individual/agency for correction:
  - 1.1.3.1. Raintree System Errors are reported to the SCRSN Raintree representative for investigation, correction and/or mitigation.
  - 1.1.3.2. Providers are sent reports of Data Entry Errors that require correction. Provider agencies have 14 days to make corrections.
  - 1.1.3.3. Providers are contacted for EDI errors to identify source of error and method of correction.
    - 1.1.3.3.1. Provider corrects and resends the identified transactions
    - 1.1.3.3.2. Provider corrects EDI process and requests SCRSN / Raintree to correct data within Raintree
- 1.1.4. A cumulative monthly error report is created and distributed to each provider agency that lists the number of original errors and the number of remaining errors not yet corrected. This report is also used by the SCRSN to measure error correction performance.

### **Monitoring**

This policy will be monitored through the annual contracted provider monitoring, with the appropriate recommendations, findings and/or corrective actions required in performance improvement projects.